

NON-RESIDENTIAL DISCONNECT NOTICE

Generic Communications Corporation

[date]

Customer Name

Account Number: XXXXXXXXX

Address 1

Total Past Due: \$ XXXX.XX

Address 2

Local Past Due: \$ XXXX.XX

City, State, Zip

Toll and other charges past due: \$
XXX.XX

Our records indicate that your account has a delinquent balance. Your [description of service] service will be [description of action taken] on [disconnection dates] unless:

1. The past due balance is paid in full by [date] OR
2. You pay your basic local balance in full [or, if the company offers payment arrangements, enter into a reasonable arrangement to repay the basic local portion of your bill] (any service other than basic local may be interrupted if you pay only the basic local portion of your bill)(this exemption applies only if the carrier you purchase service from provides a stand alone basic local service option) OR
3. You enter into an extended repayment plan with Generic Communications, if the company offers such a plan]

You may contact us to make an inquiry, to discuss the delinquency, or to make a complaint.

[company representative name or title]

Generic Collections Center

P.O. Box 0000

Phone: 800-NXX-XXXX

Town, State 00000-0000

Hours: [Hours of operation]

You may request the assistance or advice of the Consumer Affairs and Public Information Division of the Vermont Department of Public Service. In addition, the Consumer Affairs and Public Information Division can provide you information on how to submit a dispute regarding the delinquent balance to the Public Service Board.

Consumer Affairs and Public Information Division

Vermont Department of Public Service

Phone: 800-622-4496 or 802-828-2332

112 State Street, Drawer 2-

TTY: 800-734-8390

Montpelier, VT 05620-2601

Hours: 7:45 am to 4:30 pm Mon-Fri

If we are required to [collection action other than disconnection that the company may take], you will be charged a fee of \$xx.xx. If your service is disconnected, you may be charged a fee of \$xx.xx for disconnection and a fee of \$xx.xx for restoration of service. You may also be charged a deposit prior to restoration of service in an amount as much as \$xxx.xx, which is [two-twelfth of the reasonably estimated charge for the following twelve months of service, or some other calculation producing a lesser amount].